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**Discount Communications**  
"Your Complete Telecommunications Provider"

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REGULATORY AUTH.

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EXECUTIVE SECRETARY

March 16, 2000

Mr. David Waddell, Executive Director  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243-0505

Dear Mr. Waddell:

I hope this letter finds you and your colleagues in good spirits and health.

In a letter dated February 11, 2000, Discount Communications filed a formal Letter of Complaint against BellSouth Telecommunications, Incorporated, of Tennessee (RE:00-0227, Discount Communications v. BellSouth. BellSouth filed a response to our initial complaint on February 25, 2000. The purpose of this letter is to formally request a hearing before the Tennessee Regulatory Authority, and state for the record our reasons for requesting said hearing.

On February 22, 2000 BellSouth discontinued our access to their Lens service, which denied Discount Communications access to our customer records, denied us the ability to add new customers and add or remove existing customers or features. Furthermore, BellSouth has indicated their intent to completely disconnect Discount's end users on March 20, 2000. These actions are in direct violation of Section XI of our contract with BellSouth, which states:

"...if any dispute arises as to the interpretation of any provision of this Agreement or as to the proper implementation of this Agreement, the parties will petition the applicable state Public Service Commission for a resolution of the dispute."

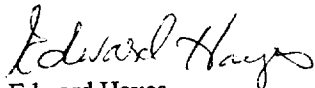
Furthermore, BellSouth appears to be in violation of the Fair Credit Billing Act of 1975 which states:

"During the resolution period no collection activity is permitted on the disputed amount and no finance charges may be collected as well. The account may not be reported as delinquent, nor can it be closed nor restricted because of the consumer's failure to pay the disputed amount, and/or related charges."

Finally, we request that BellSouth be notified immediately of our request for a hearing, that they rescind their actions which have impaired Discount Communications ability to effectively serve our customers; that they restore the services we have been denied access to pending resolution of the issues in question.

Thank you for your time and attention regarding this matter. I look forward to your response.

Sincerely,

  
Edward Hayes  
Owner

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